



AOC Newsletter



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SHARK (Service, Helpdesk Assistance, Repair & Knowledge)



The Administrative Office of Courts is proud to announce SHARK, our new Helpdesk trouble ticketing system. SHARK will allow UJS users to report all technical support issues to AOC via the SHARK website: <http://shark.alacourt.gov>.

We anticipate that SHARK will enable user requests for assistance to be handled in a timelier manner than the previous email and phone methods of reporting an issue to AOC; thereby eliminating misrouted emails and long wait times on the phone.

Users will be able to select a technical support area that best fits the issue that is being reported, give a detailed description of the issue, upload attachments (screenshots of the error) with the ticket, and select a priority according to the severity of the issue. Once a ticket has been submitted, a confirmation box will generate a unique *Ticket Number*. This is the users confirmation that the Ticket has been successfully submitted to AOC. The user will receive emails with updates and ticket statuses from SHARK. The SHARK dashboard area will keep a record of all tickets that have been submitted by the user. The Help tab will contain a copy of the SHARK user manual that users may view or print at their leisure.

Some of the technology support areas that will be available in SHARK are:

PLEASE SELECT THE TECHNOLOGY SUPPORT AREA THAT BEST RELATES TO YOUR ISSUE	
<input type="radio"/> SJIS HELPDESK: PASSPORT, ZEPHYR, ACCESS, ATTORNEY CODE CHANGES, MAINFRAME AND BONDING COMPANY CODES	<input type="radio"/> IT SUPPORT: ALAFILE, ALACOURTPLUS, ALAVault, ALAPAY, EAPPELLATE, ECITATIONS (ESEARCH AND ESWEAR), ETRANSCRIPTS, DA APPLICATIONS, JUVENILE APPLICATIONS (PROBATION AND DETENTION) AND AOC NEWSLETTER
<input type="radio"/> PC HELPDESK: PC, SCANNER OR PRINTER EQUIPMENT REQUESTS, HARDWARE AND SOFTWARE INSTALLATION AND MAINTENANCE, EMAIL SUPPORT, ACCOUNT RESETS AND EFORMS SUPPORT	<input type="radio"/> MIDAS: MODEL INTEGRATED DEFENDANT ACCESS SYSTEM
<input type="radio"/> OTHER	<input type="radio"/> HUMAN RESOURCES: HR DESKTOP, PAYROLL AND RECRUITMENT/TESTING

Please feel free to use SHARK to report support issues to AOC at your convenience. <http://SHARK.alacourt.gov>

SHARK can be accessed by logging in with your windows username (first name dot last name) and password (12 character or more). Contact IT Support with questions concerning SHARK at 1-866-954-9411 Option 1, Option 4.

Massive Traffic Fines in Europe Based on Income



Aston Martin Vanquish S V12

European countries are increasingly pegging speeding fines to income as a way to punish wealthy scofflaws who would otherwise ignore tickets. Germany, France, Austria and the Nordic countries also issue punishments based on a person's wealth. In Germany, the maximum fine can be as much as \$16 million compared to only \$1 million in Switzerland. Advocates say a \$290,000 (euro 203,180.83) speeding ticket slapped on a millionaire Ferrari driver in Switzerland was a fair and well-deserved example of the trend. Sabine Jurisch, a road safety campaigner with the Swiss group *Road Cross* said rich drivers were

lightly punished until Swiss voters approved a 2007 penal law overhaul that let judges hand down fines based on personal income and wealth for moderate misdemeanors, including excessive speeding and drunk driving. Before, they had to assign relatively small fixed penalties or — rarely — a few days in prison. "It wasn't about making the punishment harsher or lighter, but more sensible," Heinz Sutter, an official at the Swiss Justice Ministry, told The Associated Press.



Bugatti Veyron 16.4

To read the entire article, see <http://abcnews.go.com/International/wirestory?id=9524428&page=1>

Westlaw OnePass

Westlaw now requires users to sign on using a **OnePass** username and password. The password that was previously assigned to you will no longer work. The username and password are both now created by the individual. Below are the instructions for setting up a **OnePass** account. If you have any questions or difficulties signing on, or if you do not know your current password, please contact **Myra Sabel** in the **Supreme Court Library** at 334-229-0580 or 1-800-236-4069.

Setting up your Westlaw username and password with OnePass

A OnePass account is the online record of the username and password you personally select to access Westlaw. Selecting your own username and password strengthens your ability to control access to Westlaw. You will be the *only* person who knows this password.

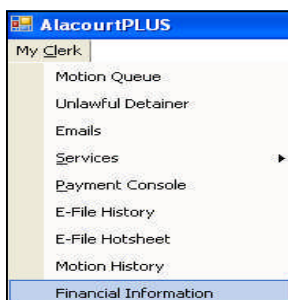
Figure 1: Westlaw Sign On page

Figure 2: Sign On with OnePass

- From the **Westlaw Sign On** page, click the *Switch to sign on using your own OnePass Username and Password* link (Figure 1).
- From the **Sign On with OnePass** page, click the *Register/Edit OnePass Username and Password* link (Figure 2).
- Click the *Create Account* button
- Under Westlaw Account Information, type your current Westlaw password in the *Westlaw Password / Online ID* text box
 - **Note:** Please contact **Myra Sabel** at 334-229-0580 if you do not know your current password.
- Type your first name and last name in the appropriate text boxes
- Create a unique username and password using the criteria below
 - **Usernames** must be at least eight characters in length and include at least **two** of the following four characters:
 - Uppercase Letters
 - Lowercase Letters
 - Numerals
 - Special Characters
 - period(.), @ symbol, hyphen (-) or underscore(_)
 - **Passwords** must be at least eight characters in length and include at least **three** of the same four characters listed above
- Retype the password again in the *Confirm Password* text box
- Enter your email address in the text box and again to confirm
- Select a *Security Question* from the drop down box and type your answer in the text box provided
- Click *Create Account* button

Financial Reports in AlaCourtPLUS

Attn:
Clerks



Bookkeeping tasks may be performed using the Financial Information menu in AlacourtPLUS. These Financial Reports show the payments that have been disbursed to the Clerks bank accounts from AlaPay. These reports contain the same information as the disbursement emails that come from AlaPay twice a week. These reports can be used in lieu of the email from AlaPay.

Transaction Reports show the credit card payments that were receipted from the FE73 screen in SJIS or via the Process Traffic screen (AlacourtPLUS) for criminal cases (TR, DC, or CC) paid via AlaPay. **E-File Transaction Reports** show the credit card payments for civil cases (CV, SM, DR, DC, and SM) made via AlaFile that are receipted on the FV01 screen in SJIS.

To access these Financial Reports in AlacourtPLUS, click on "My Clerk" then "Financial Information".

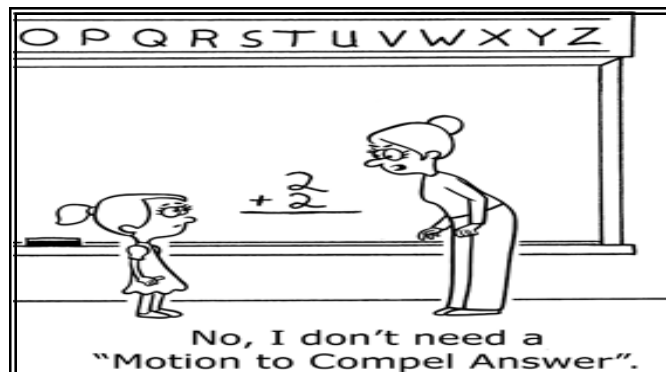
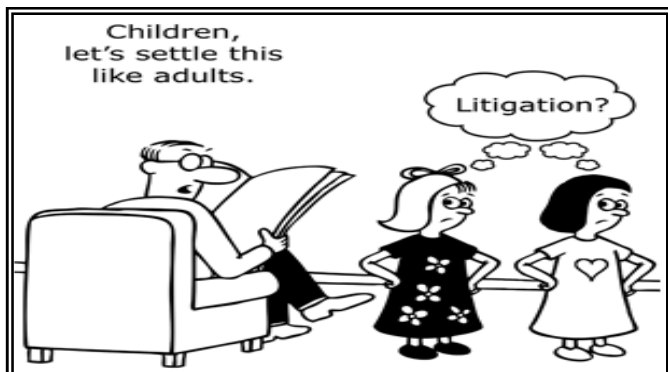
- Select the type of report (Transaction Report or eFile)
- Select to view the reports based on a date range or batch number by selecting the appropriate tab
- Select the Division, to detail the report or use the default 'All Accounts'
- Enter the date range or batch number range
- Select *View Batch Summary Report* to see a summary (shows only the ACH Total)
- Select *View Report* to see a detailed report

NOTE: If the E-File radio button is selected and the criminal (CC, DC, and TR) division options are selected, the system will not return any results. Likewise, if Transaction Report option is selected and the civil divisions (CV, SM, DR, DC, and CS) are selected, no results will display.

** If the receipt date, Operator, receipt #, and Batch fields have zero entries, this means that the payment has not been receipted in SJIS via FV01 and FE73 or AlacourtPLUS via Process Traffic.

For Questions about accessing Financial Reports, please contact IT Support at
1-866-954-9411 Option 1, then Option 4 or email us at
ApplicationSupport@alacourt.gov

ON THE LIGHT SIDE...



**Employee
Recognition Program
Employee Years of
State Service
for January 2010**

We would like to recognize the following **Employees** who have reached a milestone in their career with the **State of Alabama** by attaining the mentioned years of state service (in 5 year increments only).
Please direct any questions regarding **State Years of Service** to Lisa Gilliland at (334) 954-5103 or email her at Lisa.Gilliland@alacourt.gov



Name	Years	County	Name	Years	County
Hon. Patricia M. Smith	30	Supreme Court	Hon. Don L. Hardeman	15	Madison
Margaret J. Canterbury	30	Tuscaloosa	June S. Meadows	15	Dallas
Reginald A. Brown	30	Mobile	Hon. Wilbert M. Jernigan	15	Bullock
Denice M. Williams	25	Etowah	Amy K. Otwell	15	Talladega
Hon. Richard D. Lane	25	Lee	Hon. Herschel T. Hamner Jr.	15	Tuscaloosa
Cecil B. Cole	25	Morgan	Hon. James E. Hill Jr.	15	Pell City (St. Clair)
Judy M. King	25	Baldwin	Hon. Sharon G. Yates	15	Montgomery
James H. Watkins	25	Marshall	Lawanda A. Shelton	15	Dallas
Cathy R. Haynes	25	Jefferson	Linda C. Chafin	15	Bessemer
Elizabeth A. Higginbotham	20	Mobile	Ronald R. Berry Jr.	10	Lee
Hattie J. Kirkland	20	Houston	Hon. Joseph L. Boohaker	10	Jefferson
Sue G. Todd	20	Baldwin	Cheryl L. Leatherwood	10	Dale
Robert L. Valls	20	Limestone	Rebecca J. Lynn	10	Cullman
Ellen S. Cook	20	Baldwin	Robert L. Sachar	10	Montgomery
Hon. John E. Amari	20	Jefferson	Chani A. Hickey	10	Houston
Denise B. Carlee	15	Escambia	Aron O. Hinderliter	10	Houston
Susan E. Krehbiel	15	Escambia	Tina M. Gaddis	10	AOC
Marcy S. Perdue	15	Civil Appeals	Tammy S. Jones	10	Autauga
Gary M. Watson	15	Coffee	Mia P. Washington	5	Tuscaloosa
Hon. George N. Hardesty Jr.	15	Mobile	Sheila D. McDaniel	5	Macon
Hon. Ted Harold Hooks	15	Calhoun	Hon. John V. Denson	5	Lee
Hon. Charles W. Story	15	Chambers	Donna T. Moreman	5	Lee
Paula F. Little	15	Houston	Tekesha V. Douglass	5	Jefferson
Hon. Sherrie W. Paler	15	Morgan	Carol I. Lipinsky	5	Dale
Ann H. Armstrong	15	Dallas	Michelle C. Welch	5	Eufaula (Barbour)
Jerri H. Garside	15	Mobile	Ann M. Wright	5	Montgomery
Terri L. McNees	15	Coffee	Misty P. Whitworth	5	Coffee
Hon. Harce M. Hill	15	Lawrence	Sharon S. Cofer	5	Shelby
Hon. Corinne T. Hurst	15	Lee	Greta Duckett	5	Montgomery
Hon. Jeffery L. Colburn	15	Clay	Cindy H. Segars	5	Lauderdale
Hon. Juston E. Smith	15	Fayette	Hon. Phillip K. Seay	5	St. Clair
Hon. Steven P. Grimes	15	Washington	Nancy E. Newman	5	Limestone
Hon. Loyd H. Little	15	Madison	Hon. James H. Sandlin	5	Lauderdale
Hon. Kenneth James Taylor	15	Escambia	Roberta S. Smith	5	Coffee
Hon. Steven E. Haddock	15	Morgan	Hon. John C. Thomason	5	Calhoun
Hon. Jeffrey T. Brock	15	Conecuh	Jeremy D. Veal	5	Civil Appeals
Hon. Charles L. Little	15	Houston	Hon. Tommy E. Bryan	5	Civil Appeals
Hon. Scott J. Vowell	15	Jefferson	Hon. Jerry L. Bates	5	Limestone
Hon. Edward L. Ramsey	15	Jefferson	Hon. Jeffery W. Kelley	5	Coffee
Hon. John P. Orr	15	Morgan	Molly G. Turner	5	Calhoun
Hon. Robert R. Nichols	15	Marengo	Hon. Michael F. Bolin	5	Supreme Court
Hon. Teresa B. Petelos	15	Bessemer	Donna C. Grigsby	5	Lauderdale
Dana K. Hewitt	15	Tuscaloosa	Suzette M. Long	5	Civil Appeals
Hon. Jerry P. Owen	15	Cleburne	Hon. James R. Kramer	5	Shelby
Hon. Glenn E. Thompson	15	Morgan	Michelle J. Ohme	5	Supreme Court
Martha A. Haywood	15	Jefferson	Jennie H. Ledlow	5	Tuscaloosa
Hon. James P. Smith	15	Madison	April D. Wiginton	5	Colbert
Hon. Larry Dozier	15	Elmore	Linda J. Moore	5	Mobile
Hon. Thomas AP R. Jones	15	Dallas	Nina C. Fitzwater	5	Lee